



Control Number: 50664



Item Number: 12

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March 19, 2020

Public Utility Commission of Texas ("Commission")  
1701 N. Congress Ave.  
Austin, Texas 78701



RE: Project No. 50664, *Issues Related to the State of Disaster for Coronavirus Disease 2019*;  
Project No. 37277, *Project for Submitting Emergency Operations Plan and Notifications of Emergency Operations Exercises*

Central Texas Telephone Cooperative, Inc. and its affiliates (collectively, "CTTC") wish to inform the Commission of the efforts they are taking to support Texans and customers during this difficult time. We are actively working to assist those impacted by the COVID-19 and grateful for the leadership of health care workers and officials from across the state while we all work diligently to help our fellow Texans.

It is especially important that Texans stay connected in the face of this public health crisis. During these trying times, our reliable telecommunications services are allowing our customers to practice the recommended social distancing and work from home, use remote or distance learning, engage in online commerce to obtain the supplies they need, and access telemedicine resources. Such connectivity is crucial to helping slow the spread of the virus.

During this time of significant need, CTTC has implemented the following voluntary measures to assist its customers:

- CTTC has informed Shawn Hazard, Emergency Management Coordinator, of CTTC's initial actions.
- CTTC has signed onto the Federal Communications Commission ("FCC") Keep Americans Connected Pledge.
  - Deposits will be waived for new or upgrading customers who report to us that they need new or additional services but are unable to provide deposits because their incomes are impacted by COVID-19.
  - We are not disconnecting the services of any customers who let us know they are unable to pay because of COVID-19.
  - We have waived any late fees that any residential or small business customers incur because of their economic circumstances related to the COVID-19 pandemic. We will make every effort to accommodate deferred payment plans and flexible payment arrangements for customers who let us know they are impacted by COVID-19.
  - We have public WiFi hotspots in several communities, and we are working on making WiFi available to the more remote schools in our service area.

**Connected To The Community**

T 325-648-2237  
TF 800-535-8904  
F 325-938-5606

1012 Reitley St. PO Box 627  
Goldthwaite, TX 76844  
www.centex.net

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- CTTC continues to maintain customer service, with precautions in place to help protect the health and safety of its customers and employees:
  - Since March 16, we implemented a plan in which employees are quarantined if they have recently traveled to major cities, traveled by airplane, been on a cruise, or are exhibiting symptoms of illness.
  - We have enabled non-critical employees to work from home, and in fact nearly half of CTTC employees are doing so.
  - We closed our lobbies to foot traffic and have asked customers to conduct business through drive-through windows, via telephone, or online.
  - Our technicians continue to perform critical installations and make trouble calls. They are asking screening questions before every customer service call, and they are equipped with gloves, masks, hand sanitizer, and cleaning wipes.
  - We are communicating with community leaders so they and their constituents know CTTC is maintaining service.
- The situation is fluid, and CTTC will continue monitoring the Commission, the FCC, the Centers for Disease Control and Prevention, the World Health Organization, the Federal Emergency Management Agency, the Governor's office, and other relevant agencies for guidelines and best practices to keep our employees and customers safe.

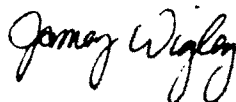
We recognize the important role that CTTC and other rural telecommunications providers have during this ongoing public health emergency, and we are taking our service responsibilities very seriously for the duration of this disaster. We will keep the Commission informed of any additional material commitments regarding COVID-19 in this project and/or through Mr. Hazard as may be directed.

To the extent it may be necessary, CTTC respectfully requests Commission action related to the suspension of rules requiring tariff pre-approval to waive installation charges or offer promotions to assist customers during this outbreak.

Should the Commission or any customers have questions or concerns, we remain available at 800-535-8904 or <https://centex.net/contact-us/>.

Sincerely,

CENTRAL TEXAS TELEPHONE COOPERATIVE, INC.



Jamey Wigley  
General Manager